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MONTANA STATE LIBRARY
930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

Dec. 1, 1978

PLEASE RETURN

MEMORANDUM

TO: Online Users

FROM: Beth Givens
Coordinator of Library Services

STATE DOCUMENTS COLLECTION

SUBJECT: Online Report #2: July 1 - Sept. 30, 1978

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MONTANA STATE LIBRARY
930 E Lyndale Ave.
Helena, Montana 59601

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Statistical Report

Usage of the Montana Online Reference Service has increased during the second 3 months of operation, especially among public libraries. Statistics are provided below.

	State Agencies		Colleges & Univ.		Public Libraries		Other		Total	
	requests	searches	requests	searches	requests	searches	requests	searches	requ.	search
3/15 to 6/30	58 (33%)	149 (33%)	68 (38%)	162 (36%)	40 (23%)	113 (25%)	11 (6%)	25 (6%)	177	449
7/1 to 9/30	56 (26%)	127 (24%)	66 (31%)	187 (35%)	79 (37%)	182 (35%)	15 (7%)	31 (6%)	216	527
Total	114 (29%)	276 (28%)	134 (34%)	349 (36%)	119 (30%)	295 (30%)	26 (7%)	56 (6%)		

Total Requests 3/15 - 9/30/78	393
Total Searches 3/15 - 9/30/78	976

For the second quarter (July through September) the average cost per search (computer cost, telecommunications, and print charge) was $8.13. An average of 2.4 searches were conducted each request. The average cost per request was $19.51.

Procedures - New and Old

A Reminder - the New Request Form

Since July 1978 a revised request form has been in use. If you do not have copies please contact the Reference Department of the State Library. Copies will be sent. (Look in the lower right hand corner of the form for revision date.)

Of especial importance on the form is the upper right hand corner. Please be as complete as possible when filling it out. The patron's "DEADLINE" is essential. "Search No." is optional and is used only if your library keeps a log of searches. "Librarian" is the name of the librarian who interviews the patron and sends the search on to the State Library. "Send to:" is an indication of the library which is to receive the printout. It is used by federation headquarters when forwarding searches from one of their federation libraries.

To save us from covering the same ground as you, please complete "Have already searched." For example, indicate if you have already searched the hordcopy of Foundation Directory or ERIC, both of which are also computer data bases. Also, indicate if you or the patron have searched an index that is not a computer data base, for example Business Periodicals Index.

Be Specific

When helping the patron fill out the request form, make sure that he/she is very specific when describing the subject. A list of terms is not sufficient. Have the patron describe the subject in a natural language statement. (Terms can be listed after "related terms or concepts.") It must be very clear to the MSL searcher how the various concepts of the request relate to one another. Examples of unclear vs. clear requests follow.

Unclear: "The effects of trace metals on humans."

Clear: "How do trace metals which are ingested or breathed by humans deleteriously affect their health? /related terms or concepts/ Examples of trace metals are: zinc, manganese, copper, silver, cobalt, selenium, molybdenum. Other related terms are: nutrition, air pollution, toxicology, health effects. /have NO interest in/ I already have information on the following metals and have NO interest in: mercury and lead."

Turnaround Time

The amount of time that it takes to process a search has been increasing. The mail has become somewhat slower, and the search volume has increased to the extent that it is often impossible for us to conduct searches within the first 3 days of their receipt by the State Library. It usually takes 4 days for the printout to be mailed from the computer center to the State Library and another 2 to 4 days to reach you. You can estimate that the search results will reach you from 10 to 16 days after we receive the request.

Searches are now done on a priority basis. First priority are public library and state agency searches and are usually conducted within the first 3 days of receipt. Second priority are college, university, and special library searches and are conducted within the first 5 to 7 working days of receipt. If your patron's request is a rush, please indicate the date in the upper right hand corner after "Deadline." You are welcome to telephone search requests to us that are needed "immediately" by the patron.

Data Base Selection

If a search requires more than one data base, the searcher will choose a maximum of three data bases that she/he thinks will best cover the topic. Based on her/his knowledge of the data bases' content, the searcher may choose not to select the data bases requested by the patron.

Applicability for Computer Searching

If the search request is not applicable for a computer search or is easily handled as a manual search, the searcher will send the request back, will call or write for more information, or will send photocopy pages from indexes in the MSL collection. If you are not satisfied with the searcher's decision or with the results of the search, feel free to call the searcher to discuss the request. Requests can be resubmitted.

Searchers are:Beth Givens, Kathy Lofstrom, Dave Martin, Darlene Staffeldt, and Cindy Stewart-Petty.

WLN Information Packets Available

The State Library has several folders on the Washington Library Network. These provide a great deal of information about WLN and include a sample of the microfiche Resource Directory. The information packet can be requested from the Reference Dept.

Evaluations to Begin

We will soon begin including short evaluation forms with printouts. Please encourage your patrons to fill them out and return them to us. If they return the evaluation forms to you, forward them to the MSL Reference Department.

Your Turn

The Montana Online Reference Service is 9 months old. We have conducted almost 1500 searches. What are your suggestions for providing better service? Do you have ideas on streamlining procedures, improving the request form, public relations, workshops, this quarterly report ... ? Your suggestions are greatly appreciated.

MONTANA ONLINE REFERENCE SERVICE: Selected Search Topics - July through September 1978

SCIENCES

anti-microbial sensitivity
drug resistant bacteria
stratigraphic information on the Red River formation
supercritical gas extraction of coal
immunoglobulins and bacterial antigens
humic/fulvic acid, metal adsorption, water and plant growth
brucellosis, immunology and inhibitors
dimorphism in fungi
silver/copper mine near Troy
tremolite-vermiculite
tick-borne fever in dogs
using nuclear magnetic resonance to study transfer RNA and ribosomal RNA

APPLIED SCIENCES

European elm scale and American elm trees
land reclamation in Eastern Kentucky
use of animal waste for energy
pipeline impact on the environment
small-scale hydropower
oil spill effects on rivers
weed control in conifers
adverse effects of excess trace element ingestion in cattle
forage and roughage for ruminants and dairy cattle
truck aerodynamics and fuel economy
electric vehicles in urban areas
effect of auto emissions on plants
asbestos dust health effects
arid land farming techniques

SOCIAL SCIENCES

instructional materials for home health aids
sex education for the developmentally disabled
juvenile delinquency in relationship to school sponsored activities
broken homes as contributing factor to delinquency
grants available for sheltered workshops for developmentally disabled
behavioral patterns of diabetic children
effect of transient workers on delinquency in rural setting
career education programs for K - 12 grades
teaching job hunting techniques to adults
adult learning and games
psychological effects of cortisone
shopping center impacts

BUSINESS, GOVERNMENT, MANAGEMENT

computer abuse of personnel records
city-county consolidation
state regulation of plant siting
peer review of management
computer use and abuse in real estate
public employees and strikes
milk pricing systems

HUMANITIES

prostitution in the trans-Mississippi West
Salish language group
bend (bar) sinister and bastardy

Other Data Base Services In Montana

The Montana Online Reference Service is not the only, or even the newest, computerized search service in Montana. There are several data base services which provide subject- or discipline-specific information. Several of these are described below.

MEDLARS

MEDLARS (medical literature automated retrieval system) is a broad-based computerized literature search service administered by the National Library of Medicine. It contains a complement of medical data bases, each on a different aspect of medicine, such as Medline, Toxline, Cancerlit, Epilepsyline, Bioethicsline, and Histline.

The MEDLARS service is available to anyone in Montana through the Montana State University Library. The minimum cost for each search not exceeding 20 citations is $5.00. If backfiles are searched (retrospective to 1966), there is an extra charge of $3.00 per backfile.

Request forms can be obtained through health science libraries or from the MSU Library. If the patron goes directly to the MSU Library, prepayment by check is required.

Most searches are completed within one week to 10 days. The search results are mailed directly from the National Library of Medicine to the patron.

More information can be obtained from: Alberta Titus, Library, Montana State University, Bozeman Mt 59717. 994-3171.

FAPRS

The Federal Assistance Programs Retrieval System (FAPRS) is a data base made available by the Extension Service of Montana State University. It is the computerized equivalent of the Catalog of Federal Domestic Assistance, the extensive resource which describes grants and other sources of funding available from the Federal government. It is a tool which is especially important to grantswriters and planners.

Based on criteria provided by the patron, a FAPRS search provides titles of grant programs. Given that information, the patron can go directly to the Catalog for the rest of the information.

Forms are available from the Extension Service or from the County Agent. Presently there is no charge for the service.

For more information contact your County Agent or the Extension Service, Montana State University, Bozeman Mt 59717. 994-3404.

AGNET

AGNET is a computer service which provides management information in the areas of farm and ranch operations, home economics, and consumer education. It does <u>not</u> provide literature searches and bibliographies. Rather, it answers questions based on the criteria of a particular farm or household. Examples of questions that are applicable to an AGNET search are: What are the prospects for making a profit if I put cattle on feed now? What is the best depreciation method to use for my new combine? What is the per acre cost of surface or center-pivot irrigation? What feeds should I feed a particular class of livestock to have a least-cost ration?

AGNET cont'd

AGNET is funded through February 1980 by a grant from the Old West Regional Commission and is currently available at no charge to users.

AGNET is available through County Extension Offices or: Extension Economics, 303 Linfield Hall, Montana State University, Bozeman MT 59717. 994-3511.

Office of Public Instruction's Education Data Base

The Office of Public Instruction in Helena searches the education data base of the San Mateo Educational Resources Center (SMERC) for public school administrators, personnel, and teachers. The data base contains ERIC as well as additional curriculum information.

Currently there is no charge for the service. Linking agents are located in the school systems of many Montana cities who are trained to transfer search requests to OPI.

For more information contact: Wayne Pyron, Office of Public Instruction, State Capitol, Helena MT 59601. 449-2082.

Energy Research Information System

The Old West Regional Commission Billings office has created a data base containing descriptions of current energy research projects. The Energy Research Information System contains energy research information from January 1974 to the present for the Old West states - Montana, Nebraska, North Dakota, South Dakota, and Wyoming.

The contents of the data base are made available through periodically published reports. The reports are available at no charge from the OWRC. They are also available on microfiche from NTIS.

Contact: Cathy Boyd, Old West Regional Commission, 228 Hedden-Empire Bldg., Billings MT 59101. 657-6665.

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Do you know of other computer search services in Montana? If so, let me know. We can keep a running tally of them in this Report.